



## Self Service Benefits Online Instructions *Quick Start Guides*



### Participating Agency Employees

These Quick Start Guides are designed to help you with the most frequent processes for Open Enrollment and may be printed out individually based on your needs. They provide handy timesavers to help you easily move along through Open Enrollment.

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*Note: Not all of the benefits in this document may apply. For details of you specific benefit plan, contact your employer's HR Representative.*

### How-to Make No Changes & Print 2014 Confirmation Statement

- ⇒ Go to [www.montgomerycountymd.gov/ohr](http://www.montgomerycountymd.gov/ohr) and click "Open Enrollment."
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the "Link to Self-Service Benefits."
- ⇒ Go to the bottom of the "Welcome!" screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link "Forgot Password?" If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the "Health Insurance Self-Service Benefits"
- ⇒ Click the folder, "MCG Health Insurance".
- ⇒ Select the "Self-Service Benefits" link.

*If you have any dependents already covered, they will be listed on the "Dependents and Beneficiaries" page.*

- ⇒ Click "Next"
- ⇒ Click "Participating Agency Benefit Program" (must be selected)
- ⇒ Click "Next"
- ⇒ Click "Update Benefits" (even though you're not making any changes)
- ⇒ Click "Next"

*Specific dependent coverage is shown here.*

- ⇒ Click "Next"
- ⇒ Review and print your online 2014 confirmation statement.

*What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2014, your coverage start date will be shown as 01-Jan-2014; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.*

- ⇒ Click "Finish"
- ⇒ To protect your information, log off the system. Press "Logout" at top right.
- ⇒ If additional paperwork is required, you must send it so it is received by the November 12, 2013 5:00 PM ET deadline. Enclose a copy of your online 2014 confirmation statement and:

*Scan and email paperwork to:*  
[benefits@montgomerycountymd.gov](mailto:benefits@montgomerycountymd.gov)

*Fax to:*  
240-777-5131

*Mail to:*  
OHR Health Insurance Team  
Office of Human Resources  
101 Monroe St - 7<sup>th</sup> Floor  
Rockville, MD 20850

### How-to Increase or Elect Optional Life Insurance

- ⇒ Go to [www.montgomerycountymd.gov/ohr](http://www.montgomerycountymd.gov/ohr) and click "Open Enrollment."
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the "Link to Self-Service Benefits."
- ⇒ Go to the bottom of the "Welcome!" screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link "Forgot Password?" If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the "Health Insurance Self-Service Benefits"
- ⇒ Click the folder, "MCG Health Insurance".
- ⇒ Select the "Self-Service Benefits" link.

*If you have any dependents already covered, they will be listed on the "Dependents and Beneficiaries" page.*

- ⇒ Click "Next"
- ⇒ Click "Participating Agency Benefit Program" (must be selected)
- ⇒ Click "Next"
- ⇒ Click "Update Benefits" to make any changes
- ⇒ Scroll down towards the bottom of the screen and check the appropriate box to increase your Optional Life & AD&D coverage to your desired level.

*Any increase or initial selection (if you have waived coverage previously), will require completion of a Statement of Health at the last screen through Prudential Life website.*

- ⇒ Click "Next"
- ⇒ Check the appropriate dependents to be covered
- ⇒ Click "Next"
- ⇒ Review and print your online 2014 confirmation statement.

*If your selections are marked "Interim" or "Suspended": Until you submit any required additional information, your current year selections are recorded with an "Interim" status, which is the coverage you will have for 2014 if you fail to provide the information by the deadline. Your requested change for 2014 is recorded with a "Suspended" status, which is the coverage you will have for 2014 if you provide the information by the deadline.*

*What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2014, your coverage start date will be shown as 01-Jan-2014; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.*

- ⇒ Now, click on the link to complete Prudential's online Statement of Health (Tip: to receive email updates on the status of your application, provide your email address during the online Statement of Health process. Your email address will not be shared and will only be used by Prudential to contact you regarding your application for Optional Life Insurance.)
- ⇒ Click "Finish"
- ⇒ To protect your information, log off the system. Press "Logout" at top right.
- ⇒ If additional paperwork is required, you must send it so it is received by the November 12, 2013 5:00 PM ET deadline. Enclose a copy of your online 2014 confirmation statement and:

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Rockville, MD 20850

## Quick Start Guide

### How-to Add a Dependent

- ⇒ Go to [www.montgomerycountymd.gov/ohr](http://www.montgomerycountymd.gov/ohr) and click "Open Enrollment."
- ⇒ Select your Open Enrollment Home Page (Active, Retired, or Participating Agencies).
- ⇒ Click the "Link to Self-Service Benefits."
- ⇒ Go to the bottom of the "Welcome!" screen and click the Logon button.
- ⇒ Sign in to AccessMCG by entering the email address and password you created when first registering. (If you have forgotten your password, click on the link "Forgot Password?" If you have forgotten the email address/username you used upon first registering, contact MC311 at 1-877-613-5212 toll-free for assistance.)
- ⇒ Click the "Health Insurance Self-Service Benefits"
- ⇒ Click the folder, "MCG Health Insurance".
- ⇒ Select the "Self-Service Benefits" link.

*If you have any dependents already covered, they will be listed on the "Dependents and Beneficiaries" page.*

- ⇒ Click onto "Add Another Person"
- ⇒ Enter the applicable Relationship and all other required information  
*Check Shared Residence if the dependent lives with you. Please enter the SSN and Date of Birth into the appropriate fields.*
- ⇒ Click "Apply"
- ⇒ Review that the dependent was added, and click "Next"
- ⇒ Click "Participating Agency Benefit Program" (must be selected)
- ⇒ Click "Next"
- ⇒ Click "Update Benefits" to make any changes
- ⇒ Check the appropriate boxes representing your changes
- ⇒ Click "Next"
- ⇒ Check the appropriate dependents to be covered
- ⇒ Click "Next"
- ⇒ Review and print your online 2014 confirmation statement.

*If your selections are marked "Interim" or "Suspended": Until you submit any required additional information, your current year selections are recorded with an "Interim" status,*

*which is the coverage you will have for 2014 if you fail to provide the information by the deadline. Your requested change for 2014 is recorded with a "Suspended" status, which is the coverage you will have for 2014 if you provide the information by the deadline.*

*What the "Coverage Start" Date means: If you changed plans or enrolled for the first time for 2014, your coverage start date will be shown as 01-Jan-2014; otherwise, the start date will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.*

- ⇒ Click "Finish"
- ⇒ To protect your information, log off the system. Press "Logout" at top right.
- ⇒ If additional paperwork is required (such as see chart below), you must send it so it is received by the November 12, 2013 5:00 PM ET deadline. Enclose a copy of your online 2014 confirmation statement and:

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**You need to make your changes online and submit:**

- *Spouse:* Official State Marriage Certificate (certified by appropriate State or County Official)
- *Domestic Partner:* County's Domestic Partner Affidavit
- *Biological Child:* State Birth Certificate\*
- *Adopted Child:* Copy of Adoption or Placement for Adoption Papers.
- *Step Child:* State Birth Certificate\*, Marriage Certificate and Divorce Decree or Custody Papers
- *Disabled Child:* Medical plan verification of disability prior to age 26
- *Legal Custody:* Copy of Court Order granting legal custody

\* Must show member or spouse/domestic partner as parent

### How-to Delete a Dependent

- ⇒ Go to [www.montgomerycountymd.gov/ohr](http://www.montgomerycountymd.gov/ohr) and click "Open Enrollment."
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- ⇒ Select the "Self-Service Benefits" link.

*If you have any dependents already covered, they will be listed on the "Dependents and Beneficiaries" page.*

- ⇒ Click "Next"
- ⇒ Click "Participating Agency Benefit Program" (must be selected)
- ⇒ Click "Next"
- ⇒ Click "Update Benefits" to make any changes
- ⇒ Check the appropriate boxes representing any changes to level of coverage (if any are needed here)
- ⇒ Click "Next"
- ⇒ Uncheck the appropriate dependent(s) to be deleted
- ⇒ Click "Next"
- ⇒ Review and print your online 2014 confirmation statement.

*If your selections are marked "Interim" or "Suspended": Until you submit any required additional information, your current year selections are recorded with an "Interim" status, which is the coverage you will have for 2014 if you fail to provide the information by the deadline. Your requested change for 2014 is recorded with a "Suspended" status, which is the coverage you will have for 2014 if you provide the information by the deadline.*

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*will be 01-Jan-2011 (the date the Self-Service System was introduced) or the last time you made a change to that benefit after the System was introduced (such as 01-Jan-2012). No start dates will reflect participation prior to 01-Jan 2011.*

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